



Educational Center  
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## **District/School procedures in communicating with National Origin Parents**

**The District/School staff will share the responsibility for improved student academic achievement and the means by which the school will build and develop open communication between parents and school in languages others than English.**

- 1) Each site identifies parents who need translator/interpreter services based on student PHLOTE information and parent's language needs survey. Registrars at each site will enter translations/interpretations needs on GENESIS (SUSD Student Data Base System).
- 2) Parents are informed of the translation/interpretation services available through written notification, enrollment packet, principal letters, newsletters, meetings, web sites, phone calls and home visits.
- 3) Vital documents are available in Spanish at each site and on the web site in an electronic folder, and will be provided as needed in other languages as requested through the Translation Department at 480-484-8019.
- 4) Staff is informed and trained on how to access and use the online Translation/ Interpretation Request System; they are also trained on how to identify language needs of parents at each site through Genesis (SUSD Student Data Base System).
- 5) District/School translators/interpreters keep electronic logs of services provided, dates, times and parent/student names.
- 6) Spanish language translators/interpreters are evaluated for competency and proficiency in the written and oral languages skills by a certified translator/interpreter in the Translation Department.
- 7) Translator/Interpreters for languages other than Spanish are available through the Translation Department at 480-484-8019.
- 8) The Translation/Interpretation Department electronic request system will automatically assign a competent translator/interpreter to work on each document or interpretation requested by each District site/program/department.
- 9) A glossary of educational terms is provided on line to review, print and/or distribute as required based on the sites identification of parents needing translations.
- 10) The District will provide continuous professional training to its Translators and Interpreters (course work, workshops...).
- 11) The District self monitors its translator/interpreter services to national origin parents through a task tracking log updated reviewed by Translation Department regularly.